

Procedure

Owner: Security Management Division

Number: 3103

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PHOTOGRAPH REQUEST PROCEDURE

Section 1 – Introduction

To ensure that the Office of Technology Services (OTech) assets are not disclosed in an inappropriate manner, photographs of OTech assets and the Customer-Owned Equipment Managed Service (COEMS) environment must be addressed using the procedure listed in this Procedure.

Please note that OTech-owned Digital Cameras must be used to take the photographs; no other cameras (including cell phones) are permitted.

Section 2 – Procedure

A. Photograph Requests from External Sources

OTech employees who are asked to take photographs on OTech property for persons outside OTech should refer the requester to their Account Representative or the OTech Service Desk.

COEMS customers requesting photographs should contact their Account Representative for assistance in submitting a Service Request.

The Service Request must contain the following:

- An itemized list of desired photographs.
- Descriptions that will identify exact hardware, such as make, model, serial number, etc.
- Approval from the Information Security Officer (ISO) for which the data and/or hardware is owned; not necessarily the ISO of the requester.

Customer Information Security Officer (ISO) Responsibilities:

- Approve the Service Request via CSS or provide written authorization to the Account Representative assisting with the request. The Representative will attach the written approval to the Service Request on the ISO's behalf.

Account Representative Responsibilities:

- Ensure that a Service Request has been submitted on behalf of the requester, if necessary.
- Work with Security Management Division (SMD) to obtain customer ISO approval, if necessary.

Security Management Division (SMD) Responsibilities:

- Authorize and validate the requester and customer ISO approval.
- Locate requested hardware (with assistance from Computer Room staff).
- Take photographs to ensure appropriateness.
- Download photographs to a secure media, which will be issued to the Account Representative or requester.
- Delete any photographs remaining on the camera upon closure of the request.

B. Photographs for Internal OTech Use

Submit a Remedy Service Request that contains the following information:

- An itemized list of desired photographs.
- Descriptions that will identify exact hardware, such as make, model, serial number, etc.
- Justification and the use for the photographs.
- If employees wish to use their own OTech cameras; SMD will need to authorize the photographs as mentioned above.

Section 3 – Applicability and Exclusions

- A. This Procedure applies to applicable OTech IT resources and anyone accessing OTech IT systems. Direct any questions regarding the applicability of this Procedure to the Security Management Division for clarification.
- B. Exceptions to this Procedure must be documented and will be considered on a case-by-case basis. Requests for an exception to this Procedure must be submitted via the Security Policy/Bulletin Exception Request Form, OCIO 358.

Section 4 – Auditing and Reporting

- A. Auditing may be performed on a periodic or random basis by the Security Management Division or its designees.

In the event an audit determines this Procedure is not being followed, notification will be sent to the appropriate person for remediation.

- B. Any known violations of this Procedure must be reported to the OTech Chief Information Security Officer and the reporting employee's immediate supervisor.

Section 5 – Authority/References

Please notify your OTech Customer Representative for these documents.

3100 - Asset Protection Policy

3502 – Information Security Exception Request Procedure

Security Policy/Bulletin Exception Request Form, OCIO 358